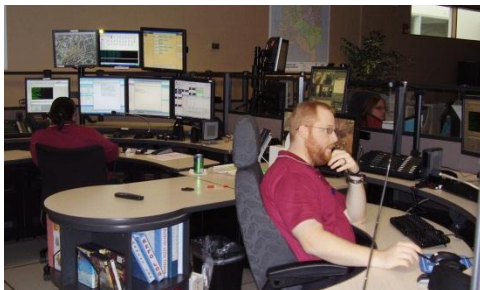
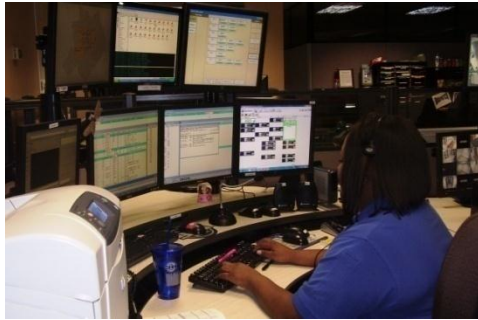


2013

Sugar Land Public Safety Dispatch



City of Sugar Land

PUBLIC SAFETY DISPATCH

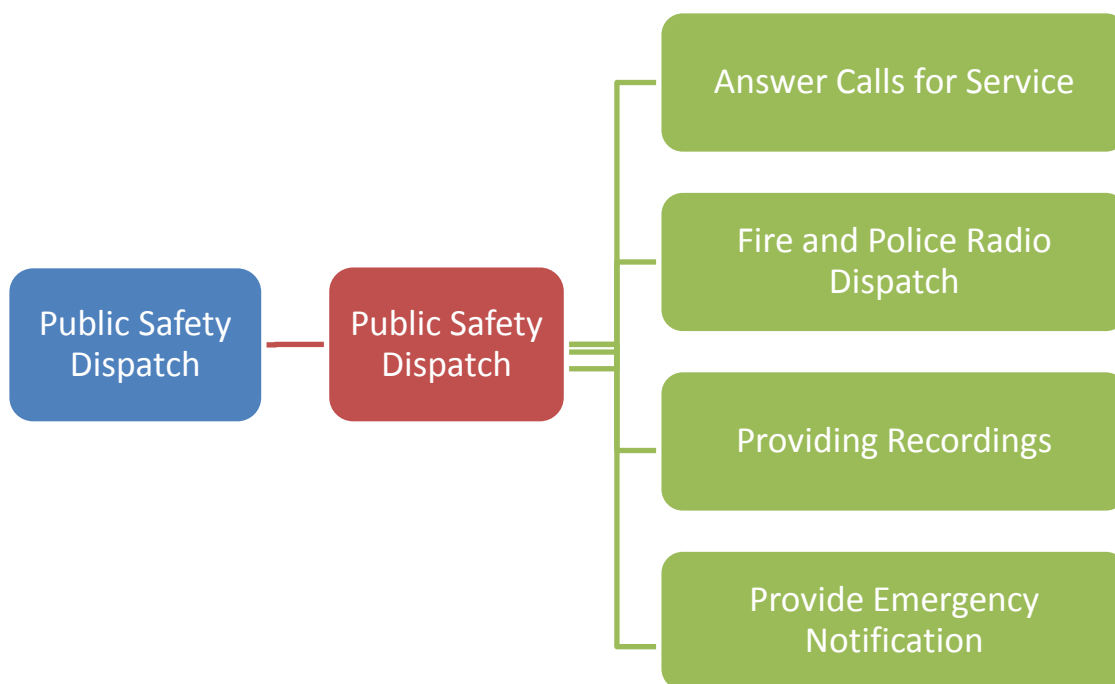
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PUBLIC SAFETY DISPATCH

2013 BUSINESS PLAN

FUNCTIONAL STRUCTURE



2013 PROGRAM OF SERVICES

PUBLIC SAFETY DISPATCH

PROGRAM SUMMARY

Public Safety Dispatch answers calls routed through emergency and non-emergency phone systems for the purpose of providing assistance from Police, Fire, Animal Control, Public Works, Traffic and other city departments. These calls are transferred to the appropriate department or dispatched to the needed resources via radio, computer or other electronic devices.

The goal of Sugar Land Public Safety Dispatch is to provide superior service to the citizens and visitors of the city, as well as to our internal customers. This objective will continue to be met by recruiting and retaining high quality individuals and providing them with expert training. The maintenance of our customer service levels will require additional budgeted Public Safety Dispatcher positions as the call volume increases due to the growth of the city. Maintaining Public Safety Dispatch's quality level of service is essential to ensure that the City of Sugar Land remains one of the safest cities in the area.

Authorized staffing for Public Safety Dispatch is currently 22 full time employees, which includes the Dispatch Manager, a Deputy Dispatch Manager, 4 Dispatch Shift Supervisors and 16 Public Safety Dispatchers. Two of these Public Safety Dispatcher positions were added in the FY2013 budget and are authorized to be filled in April 2013.

The Dispatch Center is staffed 24 hours a day seven days a week, with a mandated minimum staffing of three Operators per shift.

SERVICES AND SERVICE LEVELS

Service: Answer Incoming Emergency and Non-emergency Calls for Service

Answer all in-bound calls coming in on the Greater Harris County 9-1-1 system that are usually of an emergency nature and have priority over non-emergency calls coming in over the normal phone system. Answer all in-bound calls coming in on the normal telephone system and screen for the service needed. If the call requires service from a non-public safety service, the call is transferred to the appropriate department. If these calls are for public safety services, information will be gathered from the caller in order to determine the correct response.

Service: Fire and Police Radio Dispatch

The Police radio operator dispatches all police calls for service as well as logging all officer-initiated calls. In addition, all information pertinent to a call is logged into the call record. Computerized requests for information are sent via the TLETS computer system and satellite. The criminal justice information that

is returned via that computer is either distributed to the requesting officer by radio or sent via in car computer to the officer.

The Fire radio operator dispatches all fire calls for service as well as logging all fire initiated calls and transmissions. When the call is dispatched it is transmitted directly to the responsible fire station via T-1 lines, over the radio frequencies, to the vehicle Mobile Data Computers, and to a printer at the fire station at the same time. Once the fire unit is enroute, the Fire Radio Dispatcher will log all pertinent information into the call record.

Service: Providing Recordings of Phone and Radio Traffic

Public Safety Dispatch records all telephone and radio transmissions coming in and going out of the Public Safety Dispatch Center. These recordings are available to the public under the Public Information Act, and are also used as evidence in various court proceedings and investigations. Because of this, many requests for recordings are made to Dispatch through officers and the Records Division. These recordings are provided to the requestor via CD or email.

Service: Providing Emergency Notification System Services

Interdepartmental Policy P.D. 103 provides guidance to all City staff on the use of the emergency notification system that includes standard procedures and protocol for the activation of the City of Sugar Land's Emergency Notification System. The Public Safety Dispatch Manager maintains the user and contact database in the emergency notification system. Statistics regarding use of the system and success of message transmission are recorded in the Public Safety Dispatch Monthly Performance Measures report.

SERVICE LEVEL EXPECTATIONS

Program: Public Safety Dispatch	
Service	Service Level Expectation
Answer Calls for Service	Less than 3 substantiated citizen complaints on Public Safety Dispatch Operators per fiscal year related to the response to an emergency or non-emergency caller
Fire and Police Radio Dispatch	95 % of priority one Fire and Police calls dispatched within 50 seconds
Providing Recordings	100% of audio recording requests processed within 3 business days
Providing Emergency Notification	75% of Outreach and Priority messages sent with the Emergency Notification System delivered successfully